

NCDSS Strategic Planning Process  
Project Management Team Meeting Minutes  
Raleigh, NC  
May 1st, 2007

The NCDSS Strategic Planning Process Project Management Team met on May 1st, 2007, at 1:00 P.M. in Room 511-at the CSE Terminal Drive location in Raleigh, NC.

Members present were:

Gloria Duncan, Joyce Parker, Belivia Aponte, Johnice Tabron, Linda Darden, JoAnn Freeman, Laura Bryant, R. Patrick Betancourt, Rudy Wilson, Carlotta Dixon, David Locklear, Belinda Autry, Gary Nohr, Teresa Turner, Marina Chatoo, Rod Walton, and Astra Kirksey.

Meeting called to order at 1:09 PM

Neil is out

Teresa asked committee to review the agenda and asked if it was okay to add new items to the agenda if necessary. Committee said it was.

Reviewed minutes from the April 24<sup>th</sup>, 2007 meeting correction made to point regarding Carlotta and HIPPA.

Ground Rules were visited again and it was requested that confidentiality be added to the ground rules.

Teresa requested the Communications Logistics committee update the Ground Rules with confidentiality and bring updated Ground Rules to the next meeting.

The committee decided that minutes should be sent and then reviewed by the committee and checked at the next meeting before they are put on the website.

Minutes must be approved by the committee before they are put on the website.

It was suggested that Carlotta especially review the minutes to make sure information that is being put out on the website is okay.

Laura pointed out #6 on the Ground Rule under Practice Six Principles needs to have process spelled correctly.

Teresa wanted to know how the committee felt we are doing with our Ground Rules.

Everyone felt pretty well average was 2.5 for the group.

Teresa wanted to know what we needed to do to get that 3?

- Self monitoring checking ourselves

- Staying on time

- Being respectful

- Pay attention to others so the soft voice can try and speak up more

- Be mindful of the raising of the hand

- Hear from those who do not always speak out

- Multiple ways to participate

### **COMMUNICATIONS COMMITTEE**

- Web site graphics have been fixed and it should be viewable now

- Patrick stated the text box was missing with the mission, vision and values

- Survey results took up a lot of space they may need to be moved to their own page

- Patrick stated everyone was notified once about the web site

- David suggested emails be brief and have link to take people to website to view new information being sent.

- Patrick was concerned about losing people and thought the link to web site was a great idea.

- Teresa wanted to know if anyone had suggestion on ways to peak everyone interest to want to go to the web site

- Suggestion was made for the initial email being sent to be a Tipster to get people to want to go and review the web site with the link included in the email straight to the web site.

- Patrick requested Carlotta, Neil and Teresa write up how committee was selected to answer question received from an email

- EMT was pleased with the web site and how it looked

- Requested committee let them know if there was anything that they could do

- Teresa did state that they used several criteria's to make the selection for committee members and not just the population of the section

- Ratio

- Programs

- Wanted committee to be diverse

- Looked at logistic issues

### **SURVEY COMMITTEE**

- Is completed

- Old Members were encouraged to join another committee

- Belinda Autry-Focus Groups

- Debbie Gallimore-Focus Groups

- Joyce Parker-Data Analysis & Reporting

- Gloria Duncan-Data Analysis & Reporting

- Carlotta Dixon-Data Analysis & Reporting

### **LOGISTIC GROUP**

Please send any corrections, changes or updates to the minutes to Astra.  
Whatever is needed for the committee meetings should be emailed to Sandy R Smith and Astra Wilson Kirksey 5 days prior to the meeting.  
Communications logistics & old Survey Committee members will be providing snacks at the next meeting on May 15<sup>th</sup> at CSE.  
Revision of the Ground Rules with confidentiality added and new committee assignment sheets was requested by Teresa of the logistics committee

### **FOCUS GROUP**

Focus groups will be held in Cumberland, Mecklenburg, Guilford, Martin, McDowell, Lenoir and Wake.  
Barb Kunz held the first Facilitators and Note Takers meeting on April 30<sup>th</sup>, 2007.  
Note takers will need to take notes and have them projected while the focus groups are being conducted  
Try to get keyboards for the note takers to take notes at the focus groups.  
LCD and Lap tops will be needed at the focus groups so everyone can view information that is being recorded.  
Facilitators and note takers will work together and the facilitator should look out for the note taker  
Key words, symbols and short hand can be used when taking notes and then go back and fill in the information  
Viewing information with participants gives them a sense of being heard  
Second training session will be held on May 2<sup>nd</sup> for Facilitators and Note Takers

### **DATA ANALYSIS & REPORTING Committee**

Data Analysis categorized the survey based on headings that were used in a survey given to department heads to complete regarding prevailing issues in their section.  
Teresa wanted to know if the topics capture the areas that the committee wants to see.  
Was there an area that committee needed Data Analysis to re-look at?  
What is a reasonable way to report data?  
The committee presently worked with the narratives and will be going back in and looking at the Quantitative.

Teresa wants everyone to think about what should be on the agenda at the next meeting and let her know.

Teresa stated beginning drafts for recommendations will be done at the next meeting as well

Teresa wanted to know if the Data Analysis & Reporting committee should be two separate committees.  
Wanted Carlote and everyone else to think about the benefits of separating are keeping this committee as one or separating as there is much work to be done by this committee.

Plus and Wishes

Teresa went around the room asking people for there pluses and wishes and they were as follow:

David-opportunity to work with those in same building and build relationship

-After process is finished we come back together and do a check and balance on recommendations

Belivia-getting to know more about DSS and different sections, breakout sessions and getting to know people in the smaller groups

-had more time to devote and give better service to charge we were given

Linda-getting to meet a lot of people in CSE, put faces with names, working with Carlotta, Neil and Teresa

-Process is over some way it continues and recommendations are not dropped but continue

Laura-group this size having a facilitator not lose focus of the mission of the group, facilitator give reason why group was formed and assumption are made when you are unfamiliar with a process, got ideas from group that have been implemented in the unit

-Surveys are beneficial to staff and managers to gather knowledge for unit for improvement and operations

Belinda-getting to know others

-been here from the start, hope this does not drop and it is an ongoing process

Joyce-group has helped her be more organized in her own job as well as here

-Carry out our motives for this committee

Joann-bring about change, met some unique and creative people

-ongoing process and something is done with information gathered

Rudy-being able to socialize with others, not one sided; no one tried to walk over anyone else

-something is done with the survey, will miss everyone

Johnice-be a part of the committee and develop relationship and contacts

- more time

- body of people to internalize process and do what is needed for us to sustain, with change in management

- Others use tools we have identified, we continue the process

Neil, Teresa and Carlotta want the process to continue and feel it is a necessary process

Gary-brainstorming, EMT saw it was possible

- find funding for all recommendations

Patrick-personnel growth and understanding of the division on a whole

- wished we were not so crunched to get information, brainpower in room could have coordinated better with more time

Sandra-meeting people from other departments, learning how the division should be able to function

- suggestions, recommendations be materialized, group stay together for the middle employee (be the voice for them to be heard)

Teresa-show up to do task, do incredible work

- More time to flush out our product

The next meeting will be held at CSE Terminal drive on May 15<sup>th</sup>, 2007 at 1:00 PM.  
Meeting ended at 4:30